**Resource for
Applicants for Staff Positions**

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Congratulations on being selected to interview for a position with the University of Michigan-College of LSA!!

Below are some best practices I recommend to stay in structure and how to prepare for answering questions.

What to expect:

Some questions will call on past experience with specific examples in your responses.

EXAMPLE: Tell me about a time that you created a novel solution to solve a work-related problem.

When formulating your answers, consider your values, such as having a bias towards action, being collaborative and team-oriented, solving problems with data, doing the right thing, being consultative, etc. and try to incorporate anecdotes that highlight how you have embodied these values.

Other questions will focus on hypothetical situations to evaluate your problem-solving and critical-thinking skills.

You may also be asked questions to test your industry knowledge and/or technical skills. EXAMPLE: How would you approach starting a training program from scratch?

Again, there isn't usually a "right" answer to interview questions; the interviewers are more interested in how you think! Remember that we're rooting for you to succeed, so relax and do your best!

General Interview Tips

Preparation and Mindset:

- **Practice:** Rehearse common interview questions and prepare thoughtful answers. The STAR Method (Situation, Task, Action, Result) is a helpful framework for structuring your responses to behavioral questions ("Tell me about a time when...")

- **Research:** Learn as much as you can about the company, the position, and the industry.

During the Interview:

- **Active Listening:**
  - Use a notebook to jot down keywords or the interviewer's name.
  - Write down the question and repeat it back to ensure you understand.
  - Ask clarifying questions if needed.
- **Thoughtful Responses:**
  - Take time to gather your thoughts before answering.
  - Be clear, concise, and detailed in your responses.
  - Provide organized answers that go beyond the surface level, demonstrating depth of knowledge and critical thinking.
- **Engagement:**
  - Maintain good eye contact and positive body language.
  - Show enthusiasm and genuine interest in the opportunity.

Example using the STAR Method:

- **Question:** "Tell me about a time you failed."
  - **Situation:** Briefly describe the context of the situation.
  - **Task:** Explain the task you were responsible for.
  - **Action:** Detail the specific actions you took.
  - **Result:** Describe the outcome, what you learned, and how you applied that learning.

Additional Tips:

- **Be punctual:** Arrive on time or a few minutes early.
- **Be yourself:** Let your personality shine through while maintaining a professional demeanor.
- **Ask questions:** Prepare thoughtful questions to ask the interviewer about the role and the company.
- **Follow up:** Send a thank-you note after the interview to express your gratitude and reiterate your interest.

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The STAR method is a great tool to structure your responses to behavioral interview questions. Here's how it works:

Situation: Briefly describe the situation or challenge you faced.

Task: Explain your specific role and responsibilities in that situation.

Action: Detail the actions you took to address the challenge. Be specific and highlight relevant skills used.

Result: Describe the outcome of your actions and the positive impact it had.